(c) No, Sir.

(d) Does not arise.

(e) EDAs who perform only part time job for the Department with fixed hours of work on a monthly allowance cannot in the very nature of things be regarded as full time government servants. The allowances they earn from the Department is meant to supplement the income they derive from other sources. It is for these reasons that their services cannot be regularized.

Complaints of Over Billing from Telephone Subscribers and Members of Parliament

2356. SHRI SHANTI TYAGI : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the Department of Telecommunications has received complaints of over billing from telephone subscribers including Members of Parliament;

(b) whether there are any vested interests playing fraud with the subscribers ; and

(c) if so, what remedial measures Government propose to take against false and exaggerated billing?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI JANESHWAR MISHRA) : (a) Yes, Sir, some complaints of over billing of telephones have been received from subscribers, including Members of Parliament, but the incidence of such complaints has so far been less than or around 1% of the toal bills issued. In 1989-90, rebate given was in 16.21% cases of complaints received as justified.

(b) No, Sir. No such case has come to light.

(c) Details of remedial measures taken by the Department are given in the Statement.

Details of remedial measures taken by the Government with regard to Excess Billing Complaints

(a) Reading of the meter by one person and noting the readings in the registers by another person, and checking the readings by the reverse process. This minimises the chances of incorrect reading of meters.

(b) To avoid clerical errors, billing work has been computerised in all the Metro Districts, and some important cities.

(c) The facility of detailed billing of STD/ISD call free of cost has been allowed to subscribers, wherever existing exchange facilities permit this.

(d) The subscribers are also allowed the facility of obtaining fortnigtlhy meter readings on demand (a nominal charge of Rs. 2/-) to enable them to keep a watch over the progress of calls.

(e) The following technical solutions have also been adopted to minimise such cases :

(i) Introduction of positive battery metering in Cross-bar Exchanges.

(ii) Provision of automatic switch-over of day and night tariffs.

(iii) Reduction of forced release period on called subscriber held condition from 1 to 2 minute to 10 to 20 seconds in the case of STD calls

(iv) Routine testing of subscriber's meters.

(v) Sealing of meters.

(vi) Locking of meter room.

(vii) Restriction of entry into the main distribution frame rooms.

(viii) Locking of Distribution Points.

(ix) Raising of Distribution Points.

(x) Formation of mobile vigilance squads.

Doordarshan Studios in State Capitals

2357. SHRI JOHN F. FERNANDES : Will the Minister of INFORMATION AND BROADCASTING be pleased to state :

(a) whether it is the policy of Government to have atleast one Doordarshan Studio in each State Capital;

(b) whether Government are aware that Goa being over 500 kms. each away from other State Capitals viz., Bombay and Bangalore needs to have its own studio on priority basis ; and

(c) if so, the time by when Government contemplate to start this work ?

THE MINISTER OF INFORMATION AND BROADCASTING AND PARLIAMENTARY AFFAIRS (SHRI P. UPENDRA): (a) Yes, Sir.

(b) and (c) A TV Programme Generation Facility (PGF) Centre has recently been installed at Panaji in Goa. Steps have been taken to ensure its early operationalisation.

Abolition of Pollution Test of Vehicles in Delhi

2358. SHRIMATI SURYAKANTA PATIL: Will the Minister of SURFACE TRANSPORT be pleased to state :

(a) whether Government propose to relax or to abolish the pollution test of vehicles in Delhi ; and

(b) if so, what are the details thereof ?

THE MINISTER OF SURFACE TRANSPORT (SHRI K.P. UNNIKRISHNAN) : (a) and (b) No, Sir. There is no such proposal before the Government. However, on the contrary, steps would be taken to implement the anti-pollution regulations more effectively. State Governments have already been requested to take immediate steps in this regard.

Deterioration in Postal Services

2359. SHRI S.S. AHLUWALIA : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether it is a fact that postal services, particularly pertaining to delivery of ordinary mail, telegram, and money order, have deteriorated considerably in the recent past ;

(b) whether Government have carried out any survey/random checks to ascertain from user public in various State capitals, Districts, towns, sub-divisional headquarters as also in the remote villages, as to the time being taken for the letters, telegrams and money orders to reach the addresses in respective destinations presently; if so, the details thereof *vis-a-vis* respective norms, if any, set out by Government ; and

(c) what measures are being contemplated by Government to improve upon the situation?